

What Is Drop-In Support?

You can contact us without an appointment, to get help, advice and support.

A support worker will be available to provide support and advice. If the issue cannot be resolved during the session, you will be offered follow-up support.

If we agree there is a need for planned support, we will make a referral on to an appropriate agency.

Who Will we help? (Criteria)

- ❖ Aged 16 and over
- ❖ Vulnerability due to age, disability, addiction, mental health
- ❖ If you Would benefit from early intervention to resolve your difficulties

Issues We can help With

❖ Obtaining Accommodation

We understand the difficulties faced by people who are currently homeless or require alternative accommodation; we will provide advice, guidance and practical support.

❖ Moving Home / Settling in.

"I am moving home, where can I get practical help?"

❖ Keeping your home

We encourage tenants to use our service to resolve rent arrears at an early stage, so any outstanding debt does not become too overwhelming.

❖ Neighbour Conflict

"I'm having issues with my neighbour, where can I get help?"

❖ Anti-Social Behaviour

"I'm experiencing anti-social behaviour, and I don't know what to do?"

❖ Parenting

"My kids are not going to School. They are not listening to me. I'm finding it difficult to manage their behaviour"

How Can This Service be Accessed?

We encourage people to take responsibility to seek support when they are faced with an issue.

Give us a call and talk to one of our experienced team members.

Drop-In does not require a referral to be made, just give us a call or e-mail and quote 'drop in' to arrange a suitable time to discuss your issues with a member of our team.

Other Information

We will record some core details about the people who access our drop in and will ask you for your consent.

When is drop in available:

North East Locality Office

101 Niddrie Mains Road

Wednesday's

10am to 1pm

Portobello Library

14 Rosefield Avenue

1st & 3rd Thursday

of each month

2pm to 4.30pm

Leith Library

20-30 Ferry Rd

1st & 3rd Monday

of each month

2pm to 4.30pm

Codes of Practice

Drop-In support is part of the Family & Household Support Service, which is regulated by the Care Inspectorate, SCSWIS. As such, we work to the quality of the Health & Social Care Standards. Our staff are Registered with the Scottish Social Services Codes of Practice.

We can provide copies of our latest inspection report on request.

Contact Us

Family & Household Support
Housing, Family Support and Fair Work

North East Locality Office
101 Niddrie Mains Road, EH16
4DS

Telephone: 0131 529 7168

northeast.familyandhouseholdsupport@edinburgh.gov.uk

Quoting 'drop in'



**Family & Household
Support**

Drop In